

Gupta et al.

S/N: 09/747,647

In the Claims

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for Appeal
Jin 6/29/04*
1. (Previously Presented) A method for reporting status of work in progress, comprising the steps of:
periodically querying a database that contains data indicating an order number, a promise date, a request date, a shipment date, and a product category for a plurality of products/services offered;
comparing the promise dates and the request dates;
setting a proactive promise alert if a promise date is later than a request date for a given order; and
displaying the proactive promise alerts with the order numbers.
 2. (Original) The method of claim 1 further comprising the steps of:
setting a reactive shipment alert if the shipment date exists and the request date is less than a user-defined number of days prior to a current date; and
displaying any reactive shipment alerts with the order number together with the proactive promise alerts.
 3. (Original) The method of claim 2 wherein the user-defined number of days is equivalent to a number of days required for shipping a product to a customer.
 4. (Previously Presented) The method of claim 1 wherein the querying of the database is conducted automatically at regular time intervals, and wherein the step of displaying is further defined as displaying the proactive promise alerts with the order numbers by product category and type of alert.
 5. (Original) The method of claim 1 wherein the steps of the method are repeated automatically in real time.
 6. (Original) The method of claim 1 further comprising repeating the steps of the method every time a request for information is made.
 7. (Original) The method of claim 2 wherein the proactive promise alert allows for correction of a potential late shipment and the reactive shipment alert provides data to prevent future late shipments.